



CITY OF HOLLISTER

PUBLIC WORKS DEPT. – UTILITY DIVISION
375 Fifth Street - Hollister, CA 95023-3876

2003 CONSUMER CONFIDENCE REPORT

Water System Name: **City of Hollister Water System**

Report Date: **6-15-04**

We test the drinking water quality for many constituents as required by State and Federal Regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2003.

The City of Hollister is pleased to report that our drinking water is safe and meets required Federal and State regulations.

Este informe contiene información muy importante sobre su agua beber.

Tradúzcalo ó hable con alguien que lo entienda bien.

Type of water source(s): The water sources for this system include eight City of Hollister groundwater wells and treated surface water from the San Luis Reservoir provided through connection with the Sunnyslope County Water System.

Name & location of source(s): The City of Hollister Water System supply comes from groundwater sources in the Hollister area. We have six wells within the City limits, and two in the Cienega Valley. (Wells #1 - #6 and C#1, C#2). The Lessalt Water Filtration Plant, jointly owned and operated by the City and Sunnyslope County Water District, also provides a variable additional portion of surface water from the San Felipe Water Project. The water from the plant is also in full compliance with Federal and State regulations to ensure safe drinking water. Additional information may be obtained through the Sunnyslope County Water District at phone number 831-637-4670.

Time and place of regularly scheduled meetings for public participation: The Council normally meets the 1st and 3rd Monday of every month beginning at 7 p.m. at the City of Hollister Council Chambers 375 Fifth Street, Hollister, CA

For more information, contact: The City of Hollister Utility Office Phone: (831) 636-4377

TERMS USED IN THIS REPORT:

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Primary Drinking Water Standards (PDWS): MCLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

NA: not applicable

ND: not detectable at testing limit

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (ug/L)

pCi/L: picocuries per liter (a measure of radiation)

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Variances and Exemptions: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- *Microbial contaminants*, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- *Inorganic contaminants*, such as salts and metals that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- *Pesticides and herbicides*, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- *Organic chemical contaminants*, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- *Radioactive contaminants*, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and the state Department of Health Services (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Tables 1, 2, 3, 4, 5, 6, 7 and 8 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The Department requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, may be more than one year old.

TABLE 1 - SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA

Microbiological Contaminants	Highest No. of detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	(In a mo.) 0	0	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i>	(In a year) 0	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or <i>E. coli</i>	0	Human and animal fecal waste

TABLE 2 - SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Lead and Copper (to be completed only if there was a detection of lead or copper in the last sample set)	No. of samples collected	90 th percentile level detected	No. Sites exceeding AL	AL	MCLG	Typical Source of Contaminant
Lead (ppb) - 6-30-03 12-12-03	30 30	ND ND	0 0	15	2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper (ppm) - 6-30-03 12-12-03	30 30	0.47 0.19	0 0	1.3	0.17	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Health Effects (Lead) - Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight effects in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure.

Health Effects (Copper) - Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

TABLE 3 - SAMPLING RESULTS FOR SODIUM AND HARDNESS

Chemical or Constituent (reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	12-30-03	89	15-157	none	none	Generally found in ground and surface water
Hardness (ppm)	10-21-03	327	86-790	none	none	Generally found in ground and surface water

TABLE 4 - DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD

Chemical/Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Gross Alpha Activity (pCi/L)	3-19-03	4.11	0.342 - 7.60	15	NA (0)	Erosion of natural deposits
Arsenic (ppb)	6-28-02	1.0	ND-3	50	NA (NA)	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (ppb)	6-28-02	28.4	24-32.4	1000	2000	Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium (ppb)	6-28-02	11	ND-22	50	NA (100)	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (ppm)	6-28-02	0.39	0.26- 0.52	2	1 (NA)	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer & aluminum factories
Lead (ppb)	6-28-02	0.1	ND-0.3	15	2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Nickel (ppb)	6-28-02	.63	ND-2	100	NA	Erosion of natural deposits; discharge from metal factories
Nitrate (as nitrate, NO ₃) (ppm)	12-30-03	19.2	6.9-31	45	45 (NA)	Runoff and leaching from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Health Effects (Nitrates) - Nitrate in drinking water at levels above 45 ppm is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant woman and those with certain specific enzyme deficiencies. If you are caring for an infant or you are pregnant, you should ask advice from your health care provider.						
Selenium (ppb)	6-28-02	4.9	ND-22	50	NA	Discharge from petroleum, glass & metal refineries; erosion of natural deposits; discharge from mines and chemical Manufacturers; runoff from livestock lots (feed add.)

TABLE 5 - DISINFECTION BY-PRODUCTS - (By-product of drinking water chlorination)

TTHMs -Total Tri-halomethanes (ppb)	Qrtly 2003	45.7	1.6-140	80	NA (NA)	Health Effects: Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, & may have an increased risk of getting cancer.
HAA5 - Haloacetic Acids (ppb)	Qrtly 2003	10.2	0.0-35.0	60	NA (NA)	Health Effects: Some people who drink water containing Haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

TABLE 6 - DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD

Chemical or Constituent (with reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Color (units)	Monthly 2003	2.0	0.09-9.9	15	NA (NA)	Naturally occurring organic materials
Odor (units)	Monthly 2003	1	1	3	NA (NA)	Soil runoff
Turbidity (NTU units)	Monthly 2003	0.58	0.08-2.4	5	NA (NA)	Runoff/leaching from natural deposits
Total Dissolved Solids (TDS) (ppm)	12-30-03	643	176-1,024	1,000	NA (NA)	Runoff/leaching from natural deposits
Specific Conductance (micromhos)	10-21-03	969	330-1,536	1,600	NA (NA)	Substances that form ions when in water; seawater influence
Chloride (ppm)	12-30-03	78	22-184	500	NA (NA)	Runoff/leaching from natural deposits; seawater influence

Aluminum (ppm)	6-28-02	ND	ND	1000	NA (NA)	Runoff/leaching from natural deposits
TABLE 6 (CONT.) DETECTION OF CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARD						
Iron (ppb)	10-21-03	129	ND-254	300	NA (NA)	Leaching from natural deposits
Sulfate (ppm)	10-21-03	163	21-290	500	NA (NA)	Runoff/leaching from natural deposits' industrial wastes

**TABLE 7 - TREATMENT OF SURFACE WATER SOURCE
LESSALT WATER TREATMENT PLANT**

<i>Treatment Technique (TT) ♦: U S Filter Memcor Microfiltration Treatment Plant</i>	<i>Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, and diarrhea and associated headaches.</i>
<i>Turbidity Performance Standards ♦♦: This standard must be met through the water treatment process</i>	<u><i>Turbidity of the filtered water must:</i></u> <i>1 - Be less than or equal to 0.1 NTU in 95% of measurements in a month. 2 - Not exceed 1.0 NTU at any time.</i>
<i>Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.</i>	100 %
<i>Highest single turbidity measurement during 2003.</i>	0.04 NTU
<i>The number of violations of any surface water treatment requirements</i>	None
<i>Total Organic Carbon (TOC)</i>	3.8 ppm

♦ A required process intended to reduce the level of a contaminant in drinking water.

♦♦ Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results, which meet performance standards, are considered to be in compliance with filtration requirements.

The data presented in this report are from the most recent testing done in accordance with the regulations

DRINKING WATER SOURCE WATER ASSESSMENT AND PROTECTION

Surface Water: An assessment of the LESSALT Water Treatment Plant Surface Water Source was completed in March 2002. This source is considered most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Roads, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

Groundwater: A Source Water Assessment of Groundwater Wells: #1 through 6 and Wells C1 and C2 by the Department of Health Services (DHS) is still in progress. Upon completion of this assessment, a copy of the completed assessment may be viewed at the DHS, as shown below, or at the City of Hollister Utility Office, 1291 South Street, Hollister, California

A copy of the completed assessment of the LESSALT Water Treatment Plant may be viewed at the following locations:

Sunnyslope County Water District
3416 Airline Highway
Hollister, CA 95023-9702

Department of Health Services (DHS)
Drinking Water Field Operations Branch
1 Lower Ragsdale Dr., Building 1 Suite 120, Monterey, CA 93940

FREQUENTLY ASKED QUESTIONS

Here are the answers to some commonly asked questions about water:

IS MY WATER SAFE TO DRINK?

Yes, water supplied by the City of Hollister Water System meets stringent State and Federal regulations. These regulations require close monitoring of all water supplies, and we must report a summary of water quality monitoring to our customers each year.

HOW HARD IS OUR WATER?

Water hardness results from dissolved minerals such as calcium and magnesium and occurs naturally in our water supply. There are no distinctly defined levels of what constitutes hard or soft water. Typically, if the amount of dissolved Calcium Carbonate (CaCO₃) is above 130 ppm or 8 grains per gallon, water is considered hard and can cause scale to build up in pipes, on faucets, and leave white spots on dishware. The City's water hardness averages 327 ppm or approximately 19 grains per gallon.

WHY DOES MY WATER LOOK CLOUDY OR MILKY?

Cloudy or milky water is usually due to tiny air bubbles in the water. Distribution pipes carry water under pressure, meaning air is dissolved in the water. These bubbles initially make a glass of water appear cloudy, but will slowly rise and disappear.

WHY DOES MY DRINKING WATER TASTE OR SMELL FUNNY?

Taste comes from the dissolved minerals in the water. The two most common reasons for *poor* taste or odor in water are:

1. Chlorine odor is generally a result of the chlorine used to disinfect the water supply. If the smell is particularly bothersome, let the water stand in an open container, the chlorine will dissipate. The container can then be covered for later use.
2. A rotten-egg odor in water is caused by hydrogen sulfide dissolved in the water and usually comes from the hot water faucet. A remedy is to turn up the temperature in your hot water heater slightly. Also, if you let the water flush for a few seconds, the smell will usually disappear. Proper maintenance of household water treatment units (filters, water heaters, softeners) can help prevent problems.

WHY AND HOW OFTEN IS CHLORINE CHECKED IN THE WATER SYSTEM?

Chlorine is added by law to water pumped from City wells and to the filtered surface water source from the LESSALT Water Treatment Plant to provide a high degree of disinfection over a long period of time. We measure the chlorine residual at various locations throughout our water distribution system daily and with continuous analyzers at the LESSALT Water Treatment Plant.

We perform weekly microbiological tests to look for the presence of "indicator organisms" called coliform bacteria. If these indicator organisms are detected, there is a potential that other pathogenic (disease causing) organisms may be present. Our system is protected against microbiological contamination and the water you drink contains a small amount of chlorine to maintain a disinfectant capability. We have never detected E. Coli in our water system.

IS FLUORIDE ADDED TO OUR DRINKING WATER?

No, fluoride is not added to the City's water supply. However, fluoride does occur naturally and is present in the water supply between 0.26 mg/l to 0.52 mg/l. By comparison, fluoride levels do not exceed the California Maximum Contaminant Level of 2 mg/l.

2003 WATER PRODUCTION AND CONSUMPTION		
<u>Total Annual Production</u> 176,056,149 Total Cubic Feet or 1,316,900,000 Gallons or 4,041 Acre-Ft.	<u>2003 Average Monthly Water use per Single Family Residence</u> 1,535 Cubic Feet or 11,480 Gallons	
<u>Water Accounts</u> 6059 Total Accounts 5227 Single-family Residential 223 Multi-family Residential 541 Commercial, Industrial, and Institutional	<u>Lowest Production Month</u> (January) 7,887,700 Cubic Feet or 59 Million Gallons	<u>Highest Production Month</u> (August) 22,530,749 Cubic Feet or 168.5 Million Gallons
	<u>Lowest Use Month</u> (April) Single-family Residential 38,813,720 gallons or 248 gallons/day/residence	<u>Highest Use Month</u> (September) Single-family Residential 90,795,232 gallons or 579 gallons/day/residence
1 Cubic Foot = 7.48 Gallons ♦ 100 Cubic Feet = 748 Gallons ♦ 1 Acre Foot = 325,850 Gallons		

PLEASE CONSERVE WATER! ♦ *Rainfall has been below average.* ♦ *Conservation also reduces wastewater flows.*

- **FIND AND FIX LEAKS** (*a leaky toilet or faucet can waste thousands of gallons annually*)
- **USE ULTRA LOW-FLOW TOILETS & FIXTURES, SELF-CLOSING HOSE NOZZLES, ETC.**
- **WASH FULL LOADS OF CLOTHES, DISHES; SWEEP, DON'T WASH DOWN DRIVEWAYS, SIDEWALKS.**
- **CALL 637-4378 FOR A FREE WATER AUDIT, FREE WATER-CONSERVING FIXTURES AND OTHER WATER SAVING IDEAS. PLEASE DON'T WASTE PRECIOUS WATER.**

TABLE 8 - DETECTION OF UNREGULATED CONTAMINANTS (per UCMR)

Chemical or Constituent (units)	Sample Date	Level Detected (Range)	Action Level	Health Effects Language
Chromium VI (Hexavalent) (ppb)	12-19-02	7 (ND-17)	NA	NA
Boron (ppb)	10-21-03	910 (110 - 1,600)	1,000	Some men who drink water with boron in excess of the action level for many years may experience reproductive effects.
Magnesium (ppm)	10-21-03	47 (5 - 93)	NA	NA
Potassium (ppm)	6-28-02	2.6 (ND - 2.7)	NA	NA
Vanadium (ppm)	11-13-03	2.9 (ND - 8)	NA	NA
MTBE (ppm)	11-13-03	ND	NA	NA
Perchlorate (ppm)	11-13-03	ND	NA	NA

* Any violation of an MCL or AL is asterisked. Additional information regarding the violation is provided below.

Additional General Information On Drinking Water

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Summary Information for Contaminants Exceeding an MCL or AL, or Violation of any Treatment, Monitoring or Reporting Requirements

In 2001 a new requirement for monitoring of unregulated contaminants began. The system had detections for Chromium VI, Vanadium and Boron. Detections for these unregulated chemical results must be included in the CCR, but including the action level and health effects language for levels above the action level is recommended, not required. No violations of standards or monitoring, reporting requirements were cited in 2003.

Contact Information

Call **636-4377** (7:30AM to 4:30PM).....To request **water shut-offs or turn-ons** for routine repairs, to report **water emergencies** or to ask questions about **water quality or conservation** or to **report leaks** in service lines into or at water meter.

Call **636-4330** (4:30PM to 7:30AM).....To request **after-hour water shut-offs, turn-ons or emergencies**

Call **636-4301** (8:00AM to 5:00PM).....To establish or discontinue water service, to ask about **water bills**

Call **636-4377** (7:30AM to 4:30PM).....To report **sanitary sewer overflows**, back-ups, odors or other Problems. Call your plumber for sewer blockage or back-ups in your house line

Call **636-4370** (7:30AM to 4:30PM).....To report problems with storm **drains, trees, sidewalks**, or City **streets**

Call **637-4378** (8:00AM to 5:00PM).....To request **water conservation information** or a water-conservation audit for your home or business.